

How To Set Up Your GovQA Account

If you made your request by visiting the Midland Police Department, via email, fax, or by mailing in your request, follow the instructions below to access your account.

Begin by clicking the “My Records Center” link in your email.

First Responder Records Request :: M020304-031417

March 14, 2017 at 8:25 AM

From City of Midland Public Records Center

--- Please respond above this line ---

RE: City of Midland Public Information Request Reference # M020304-031417.

Dear Ms. Casey,

Please log in to the City of Midland Records Center at the following link to review the City's response to your public records request received on March 14, 2017.

[My Records Center](#)

Please review the How to Access My GovQA Account attached for instructions on how to obtain your records.

Sincerely,

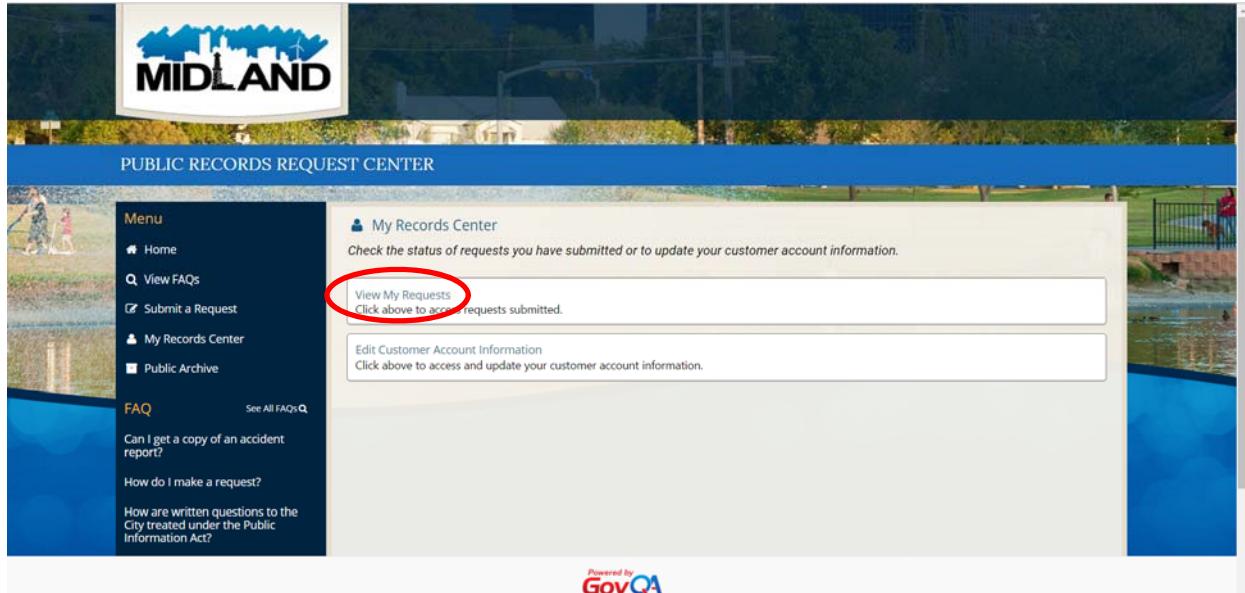
Tammi Casey

Public Information Act Coordinator | City Attorney's Office
O. 432-685-7257

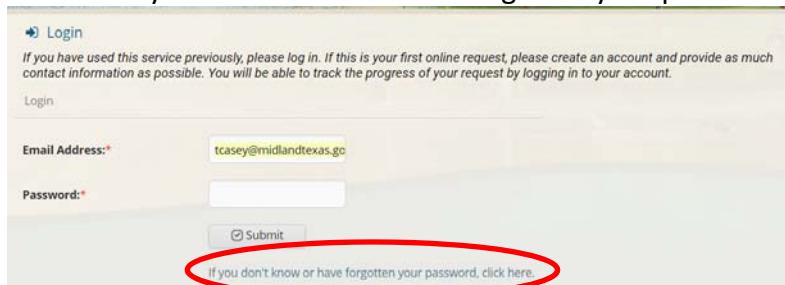


City of Midland
300 N. Loraine | P.O. Box 1152 | Midland, TX 79702

This will take you to the City of Midland Records Center. Click “View My Requests”.



Choose “If you don’t know or have forgotten your password, click here.”



Enter your email address and click Send.

 **Forgot Password**

- Please enter the email address used in account creation
- You will be sent a randomly generated password
- After logging in, please remember to reset your temporary password

Forgot Password

Email Address:*

 Send  Cancel

This will send you a temporary password. Choose “Click here to return to the home page”.

 **Forgot Password**

- Please enter the email address used in account creation
- You will be sent a randomly generated password
- After logging in, please remember to reset your temporary password

Confirmation

[Click here to return to the home page.](#)

Your temporary password has been sent.

Click on “My Records Center”

[View FAQs](#)
Search for an answer to a specific question
Browse frequently asked questions 

[Submit a Records Request](#)
Submit a Public Records Request to the City 

[My Records Center](#)
Track the status of requests, manage account information, and download your records by logging into your account. 

Choose “View My Requests”.

 [My Records Center](#)
Check the status of requests you have submitted or to update your customer account information.

[View My Requests](#)
Click above to access requests submitted. 

[Edit Customer Account Information](#)
Click above to access and update your customer account information.

Copy the temporary password from the email you received.

Password Assistance

2 minutes ago at 8:39 AM

From [City of Midland Public Records Center](#) >

[More](#)

Dear Tammi,

We received your request for password assistance on 03/14/2017. Below is your temporary password. Please use it to access your account online. When you access your account, please create a permanent password that only you can remember.

Login: tcasey@midlandtexas.gov

Password: [edb35bd458](#)



This is an auto-generated email and has originated from an unmonitored email account. Please DO NOT REPLY.

Enter your email address and paste the temporary password in the Password box and choose Submit.

Login

If you have used this service previously, please log in. If this is your first online request, please create an account and provide as much contact information as possible. You will be able to track the progress of your request by logging in to your account.

[Login](#)

Email Address:*

Password:*

[Submit](#)

Create a new password. Your password must contain at least 5 characters. Press Send.

Forgot Password

- Please enter the email address used in account creation
- You will be sent a randomly generated password
- After logging in, please remember to reset your temporary password

[Change Password](#)

You are currently signing on with a temporary password.

Please enter a new password before continuing.

New Password :*

Password Confirmation :*

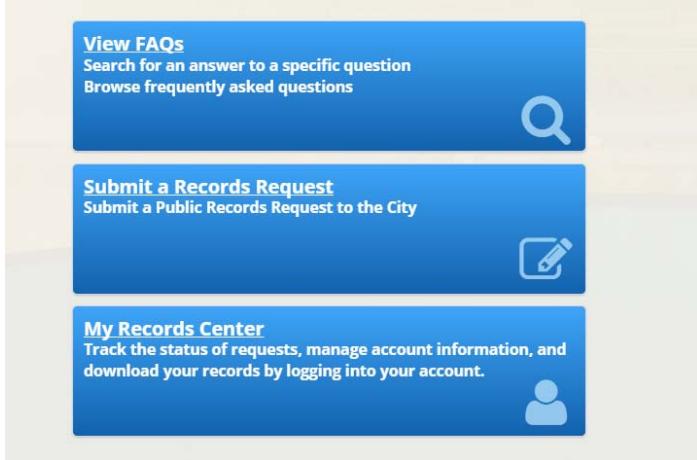
[Send](#)

Please enter a new password.

A valid password must be at least 5 characters in length.

Please consider adding at least 1 non-alphanumeric character for further security.

Choose “My Records Center”.



Choose “View My Requests”.

The image shows a screenshot of a user's account page. At the top, there is a header with a user icon and the text 'My Records Center'. Below this, a sub-header says 'Check the status of requests you have submitted or to update your customer account information.' There are three main buttons: 'View My Requests' (circled in red), 'Edit Customer Account Information', and 'Logout'. The 'View My Requests' button has a sub-instruction 'Click above to access requests submitted.'

Click Details.

The image shows a screenshot of a 'My Requests' page. At the top, there is a header with a user icon and the text 'My Requests'. Below this, there is a search bar with 'Search Criteria' and dropdown menus for 'Please Select' and 'Equals'. A 'Go' button is to the right. The main content area shows a list of requests. The first request is highlighted: 'First Responder Records Request' (ID M020304-031417, status 'Assigned Activity', assigned to 'Ms. Tammi Casey'). To the right of the request is a progress indicator showing 'In Progress'. At the bottom of this card is a 'Details' button, which is also circled in red.

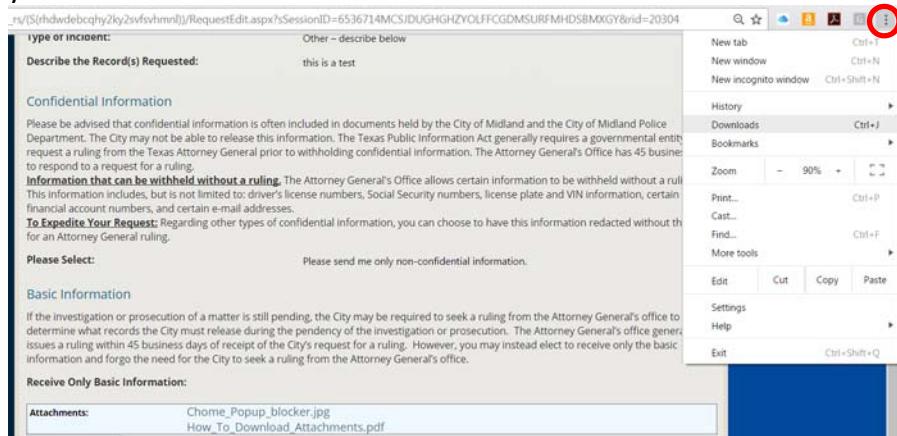
To download your attachments, scroll down to the blue Attachments box.

The image shows a screenshot of a 'Attachments' section. At the top, there are two input fields: 'Type or incident:' and 'Describe the Record(s) Requested:', both containing the text 'this is a test'. Below this is a 'Confidential Information' section with a detailed paragraph about the Texas Public Information Act. Further down is a 'Please Select:' section with the instruction 'Please send me only non-confidential information.' At the bottom is a 'Basic Information' section with a paragraph about the Attorney General's office. The bottom-most section is a 'Attachments' box, which is circled in red. It lists two files: 'Chome_Popup_blocker.jpg' and 'How_To_Download_Attachments.pdf'.

Click on one of the attachments. If it does not open a new window or begin to download, you will need to allow pop-ups. At the top of the browser window, on the far right of the address bar, you will see a red X. Click on the red X and choose to allow pop-ups.



Click on your attachment again and depending on your browser settings, it will either pop-up a window for you to choose where you want the document saved or automatically download the document to your Downloads folder. To locate your Downloads folder, if using **Google Chrome**, click the three dots at the far top right of your browser window.



Choose "Show in Folder". This will open the window where your document downloaded.



If you are using **Internet Explorer**, click the attachment. At the bottom of the window click the arrow next to Save, choose Save as and select where you want to save the document.



You will need to follow these steps for each attachment.